

**State of Iowa - Return on Investment Program / IT Project Evaluation****SECTION 1: PROPOSAL**

Tracking Number (For Project Office Use)

**Project Name:** Iowa Resource House – Community Resource Directory**Date:** July 12, 2000**Agency Point of Contact for Project:** Iowa Department of Technology, Dan Combs**Agency Point of Contact Phone Number / E-mail:** 281 -6242, dan.combs@its.state.ia.us**Executive Sponsor (Agency Director or Designee) Signature:** \_\_\_\_\_

Is this project necessary for compliance with a Federal standard, initiative, or statute? (If "Yes," cite specific requirement, attach copy of requirement, and explain in Proposal Summary)      x Yes      ☐ No

*IWD Labor Requirements*

Is this project required by State statute? (If "Yes," explain in Proposal Summary)      x Yes      ☐ No

*Elder Affairs Resource Requirements*

Does this project meet a health, safety or security requirement? (If "Yes," explain in Proposal Summary)      x Yes      ☐ No

Is this project necessary for compliance with an enterprise technology standard? (If "Yes," explain in Proposal Summary)      Yes      x No

Does this project contribute to meeting a strategic goal of government? (If "Yes," explain in Proposal Summary)      x Yes      ☐ No

Is this a "research and development" project? (If "Yes," explain in Proposal Summary)      Yes      x No

.....  
This project is required as a Federal standard for Iowa Workforce Development. (still to come)

Legislative mandate to create resource directory for elder service providers. (still to come)

This system will allow for quicker, better and more convenient access to services available in communities for individuals, professional resource and referral providers, and others interested in these services.

This system will help provide access to government and other programs to lowans when and where they want.

**PROPOSAL SUMMARY:**

In written detail, explain why the project is being undertaken and the results that are expected. This includes, but is not limited to, the following:

1. A pre-project (before implementation) and a post-project (after implementation) description of the system or process that will be impacted.

**Response:****Pre-Project Description:**

The purpose of the original Iowa Access Project 13 was to design and implement an integrated, locally accessible information system through which the people of Iowa could easily access information on community resources, as well as sign up for programs they determined would be helpful to them. The system would also collect demographics and service profiles on IRH users to help service providers and community planners better understand the community and its needs.

The State of Iowa currently has invested \$650,000 to create a comprehensive system used primarily by citizens called Iowa Resource House. This system is web enabled and is currently operational in six counties within Region 10. This system, created by a private vendor, has proven difficult to maintain and update. The State is looking at other options to replace or supplement this system.

During the time the Iowa Resource House was developed and implemented, the Iowa Information and Referral agencies have attempted to form a coalition that covers approximately 50% of Iowa counties. The Iowa AIRS members use a software package that is used primarily for professional providers for referral purposes. The State of Iowa is analyzing options connected with merging or utilizing parts of the two systems into a comprehensive, state-wide referral system that could be utilized by both citizens and provider professionals.

**Post project System Change:**

Department Directors and Stakeholders will be queried to determine which functions of the existing Iowa Resource House to maintain, enhance and/or drop. Software will be modified and/or written to better allow desired functions of the Stakeholder to be addressed. The database will be populated with community resources for all 99 Iowa Counties, enabling both citizens and professionals to quickly and easily access community resource information 24 hours a day, 7 days a week. Currently a number of Iowa Departments are charged by Federal or State mandates to make community resource data available to their consumers. This "enterprise-wide" project will allow the State to address the needs of these departments through one unified electronic system, reducing the need for duplicated efforts within separate departments.

2. **A summary of the extent to which the project provides tangible and intangible benefits to either Iowa citizens or to State government. Included would be such items as qualifying for additional matching funds, improving the quality of life, reducing the government hassle factor, providing enhanced services, improving work processes, complying with enterprise technology standards, meeting a strategic goal, avoiding the loss of matching funds, avoiding program penalties/sanctions or interest charges, avoiding risks to health/security/safety, complying with federal or state laws, etc.**

**Response:**

- A. Iowa citizens are empowered to take an active role in resolving life issues; such as improving job or parenting skills, etc. by directly accessing community resource data and services via this website.
- B. Agency professionals will have improved work processes via access to current resource data for the appropriate geographic areas, improving their ability to refer customers to services addressing health, security and safety issues, and reducing the need for various State Agencies to develop separate and duplicative resource systems.

- C. A common system accessed and updated by multiple public and private agencies addresses enterprise standards to utilize cross-system technology and allow several Departments to meet Federal and State mandates.
  - D. There is the potential for streamlined service delivery: by utilizing the IRH website as an initial intake for public and private programs - transferring citizen enrollment data electronically and integrating it into Agency MIS systems.
  - E. Valuable planning data will be available via aggregate summaries on usage of the website.
  - F. There will be greater access to multiple state programs for citizens with program information being available 24/7 and outreach staff could use laptops and modems in client homes to develop case plans.
  - G. The Department of Human Services is exploring the possibility of obtaining matching funds for the following service areas: Medical Assistance Title XIX, Child Support Enforcement Title IV-D, Foster Care/Adoption Title IV-E, Refugee, Family Investment. Information and Referral to these services are currently receiving federal reimbursements in Minnesota.
- 3. A summary that identifies the project stakeholders and how they are impacted by the project.**

**Response:**

- A. Iowa Department of Technology: Sponsor and coordinating entity, maintaining hardware and software.
- B. Iowa Workforce Development: Required by Federal mandate to provide community resource data to customers seeking workforce development services by July 1, 2000.
- C. Department of Elder Affairs: Senior Living Program legislation that requires DEA with the AAA's to set up a statewide database, county-by-county, to be accessed electronically. So that any person in or outside of Iowa can see what is available to seniors in specific counties. SF2193 Sec. 9 – available on the Internet [www.legis.state.ia.us](http://www.legis.state.ia.us)
- D. Iowa Department of Human Services: has been involved in the project management of the Iowa Resource House, since its inception as Project 13 in 1997. Co-sponsor of Iowa Compass, an information and referral service assisting Iowans with health and disability DHS is interested in providing “a no wrong door” entry to its services, and access to accurate resource data will help ensure customers are sent to appropriate services.
- E. Iowa Department of Human Rights: Currently seeking resource data to support the system of Community Action Agencies.
- F. Iowa Department of Public Health: Co-sponsor of Iowa Compass, an information and referral service assisting Iowans with health and disability issues. Currently implementing the Iowa Review of Family Assets providing new parent asset assessment and access to family strengthening resource information.
- G. Iowa State Extension Services: Maintains statewide resource database to support its information and referral service, Iowa Concern, to farm families in distress, and Iowa teenagers through the Teen Line.

- H. Iowa Department of Economic Development: Many Chamber and Economic Development groups are in the process of developing community websites and seeking information on local community services.
- I. Iowa Department of Education including Vocational Rehabilitation Services.
- J. In addition to State Agencies: Information and Referral providers, local governments, local communities, social service providers, and area funders, and local Chambers of Commerce would use and benefit from this project.

## **SECTION 2: PROJECT PLAN**

Individual project plans will vary depending upon the size and complexity of the project. A project plan includes the following information:

### **1. Agency Information**

**Project Executive Sponsor Responsibilities:** Identify, in Section I, the executive who is the sponsor of the project. The sponsor must have the authority to ensure that adequate resources are available for the entire project, that there is commitment and support for the project, and that the organization will achieve successful project implementation.

**Response:**

- Dan Combs, Director of Digital Government

**Organization Skills:** Identify the skills that are necessary for successful project implementation. Identify which of these skills are available within the agency and the source(s) and acquisition plan for the skills that are lacking.

**Response:**

- Project management – skills available within ITD agency.
- Project coordination – subcontractor. – United Way of East Central Iowa.
- Population of database – subcontractors: United Way of East Central Iowa, possibly other Iowa AIRS, and public - private service providers.
- Software development and revision – subcontractor – ITD with outside vendor to be chosen.
- Return on Investment Expertise - skills available within ITD agency and subcontractor – United Way of East Central Iowa.
- Training process improvement through cross-system utilization and direct updating of the IRH system - subcontractor – United Way of East Central Iowa.

### **2. Project Information**

**Mission, Goals, and Objectives:** The project plan should clearly demonstrate that the project has developed from an idea to a detailed plan of action. The project plan must link the project to an agency's mission, goals, and objectives and define project objectives and how they will be reached. The project plan should include the following:

**Project Purpose**

IRH Mission: To establish and maintain an electronic, consumer-friendly community resource system that provides all members of the state with direct, private, and anonymous access to information about community resources, and the limited ability to enroll for services from any internet accessible computer, at home, work, or public sites in the community.

**Goals**

- To revise and improve the IRH system to address stakeholder needs by Oct. 30, 2000.
- To provide Iowa citizens with a convenient 24 x 7 method to access State services by July 1, 2001, and other social resources provided in local communities by July 1, 2002.
- To provide professionals in government and private organizations with a current, correct and comprehensive database of service providers by July 1, 2002 (State services to be listed by July 1, 2001).
- To create a system that will allow service providers to update their own information, and promote increased usage of that feature.

- To provide a method of customer data collection that could eventually result in a common intake process for program enrollment with electronic transfer into Agency MIS systems.
- To include the following types of services in the information database: child/dependent care referral services, health and mental health care, housing, transportation, federal/state benefit programs, public and privately provided human services, elderly services, as well as, social recreational opportunities, local community services and facilities.
- To increase usage of the IRH system by both the general citizenry, and agency professionals utilizing and updating the database.
- To increase consumer satisfaction with information available on community resources via electronic means.
- To increase provider satisfaction with information available via the IRH website on community resources.
- Planning is under way to provide a link with a state agency, allowing for self-application and electronic transfer of limited enrollment data to agency MIS program.
- The quarterly system usage reports will support and help determine identified community needs and provide useful planning data.

A. **Expectations:** A description of the purpose or reason that the effort is being undertaken and the results that are anticipated.

**Response:**

The IRH system addresses a fundamental need our communities have for easily accessible services and supports, including:

- Consumers need a way to navigate a community's resources that is less confusing, more convenient, and which allows anonymity if desired.
- Providers need a more efficient, timely way to communicate accurate, current information on available services to citizens.
- Multiple State Agencies need access to community resource information.
- Communities need accurate information on the array of services available.
- Iowa needs a more effective and efficient method to inform its citizens of governmental resources available to them both locally and statewide.

**Results:**

- An enterprise-wide commonly used electronic system offering easy access to community resource data.
- A system that promotes self-updating by service providers.
- A reduction in the number of duplicated efforts by both public and private agencies over time.

B. **Measures:** A description of the set of beliefs, tradeoffs and philosophies that govern the results of the project and their attainment. How is the project to be judged or valued? What criteria will be used to determine if the project is successful? What happens if the project fails?

**Response:**

This system is based on the beliefs that increasing numbers of citizens and service providers will seek resource information via electronic means, and that service data should be accessible electronically 24/7. The project assumes that State agencies will cooperate in enterprise solutions to common needs, and will promote the utilization of this system. Other service providers recognize the value of placing their organization's service information in the database and will receive a mutual benefit from utilizing the system as a resource. Failure of the project would mean funds will be expended by multiple agencies to produce resource listings and /or websites to address Federal and State mandates.

**Criteria to Measure Success:**

- Focus Groups with key stakeholders, and users, such as: front-line staff, citizens, state leaders, etc. will indicate continued interest and use of the IRH system.
- User satisfaction ratings on exit of the system will continue to increase.
- Periodic surveys of provider participation will indicate positive feelings and use of the system.
- State Agencies will utilize the system and not need to develop parallel databases, or hardware /software systems.

Satisfaction Ratings To-Date:

Very Satisfied	112	41%
Satisfied	94	35%
Somewhat satisfied	49	18%
Not satisfied	15	6%
TOTAL	270	100%

Web Trends can be viewed at <http://www2.iwd.state.ia.us/reports/>

As of June 30, 2000:

- Total Hits = 136,331
- Aver Hits per Day = 749
- Unique Visitors = 1228
- Visited one time = 75%
- Visited more than once = 25%
- UWECl updating visits = 7%
- Day most used = Monday
- Day least used – Saturday

- C. **Environment:** Who will provide input (e.g., businesses, other agencies, citizens) into the development of the solution? Are others creating similar or related projects? Are there cooperation opportunities?

**Response:**

In the pilot phase of the IRH, focus groups were held to obtain citizen and provider input. Public and private providers, citizens and business representatives served on the Statewide Iowa Access and local Area 10 Steering Committees. The current IRH Steering Committee meets periodically to monitor progress and provide input regarding the system modifications and implementation of the Iowa Resource House. Periodic surveys and/or focus groups will be held with target participants (front line workers, businesses, and citizen groups) to get other feedback on the system.

State Directors participating in Enterprise Teams will be asked to participate in assessment and feedback, as well as, utilization of the system. There are several parallel statewide resource database systems in existence and various stages of development, providing opportunities for cooperation.

- D. **Project Management and Risk Mitigation:** A description of how you plan to manage the project budget, project scope, vendors, contracts and business process change (if applicable). Describe how you plan to mitigate project risk.

**Response:**

Project risk will be minimized by having a clear scope of work in all subcontracts, detailed budgets, providing ITD officials and key stakeholders with monthly financial and program reports. Expenses will be processed after monthly billing and properly supported invoices are submitted to the ITD Accounting office. The ITD project review staff will closely monitor vendor and subcontractor performance. Business process change – obtaining cross-departmental support for and utilization of this enterprise-wide system will be sought from the Directors on Enterprise Teams. Demonstrations of the system and training on use of the IRH to obtain resource information, and/or to directly enter update data will be provided by both downloadable files and hands-on opportunities with the subcontractor – United Way of East Central Iowa.

- E. **Security / Data Integrity / Data Accuracy / Information Privacy:** A description of the security requirements of the project? How will these requirements be integrated into the project and tested. What measures will be taken to insure data integrity, data accuracy and information privacy?

**Response:**

- Customer data is fully encrypted ensuring privacy and confidentiality.
- The pilot software was tested and the revisions/new software security will be reviewed and fully tested by ITD technical staff, after vendors have met compliance standards.
- Standards will be set for data integrity and monitored by the ITD staff and IRH Steering Committee. Service providers will be encouraged to self-update the system, and subcontracts with United Way of East Central Iowa and/or Iowa AIRS will ensure data integrity and accuracy.

**3. Current Technology Environment (Describe the following):**

**A. Software (Client Side / Server Side / Midrange / Mainframe)**

- Application software
- Operating system software
- Interfaces to other systems: Identify important or major interfaces to internal and external systems

**Response:**

- The IRH system consists of a set of software products that were developed using Microsoft Visual Studio. The master database is housed in a Microsoft SQL Server database residing on a Microsoft NT server platform using Microsoft Internet Information Server to interface with the World Wide Web.
- The public access portion can be used by anyone with a Web browser compliant with HTML 3.1 or better and access to the Internet. Similarly, agencies and system partners can access the IRH Provider Annex" with HTML 3.1 compliant browsers.
- The project will evaluate and determine whether to continue the current Microsoft software environment, or change to a full Java environment.
- The server will likely be moved to ITD from IWD during the next fiscal year.
- Each Agency and service provider will provide his or her own PC and Internet access to the IRH system.
- As customer electronic data entry features are enhanced, the data will need to transfer as ASCII files into targeted State Agency MIS systems. This action will be coordinated and integrated with other technology initiative of selected agency services.

**B. Hardware (Client Side / Server Side / Mid-range / Mainframe):**

- Platform, operating system, storage and physical environmental requirements.
- Connectivity and Bandwidth: If applicable, describe logical and physical connectivity.



- Interfaces to other systems: Identify important or major interfaces to internal and external systems.

**Response:**

- The master database is housed in a Microsoft SQL Server database residing on a Microsoft NT server platform using Microsoft Internet Information Server to interface with the World Wide Web.
- Another IWD server is running Web Trends to reflect usage statistics.

**4. Proposed Environment (Describe the following):**

**Software (Client Side / Server side / Mid-range / Mainframe)**

- Application software.
- Operating system software.
- Interfaces to other systems: Identify important or major interfaces to internal and external systems.
- General parameters if specific parameters are unknown or to be determined.

**Response:**

- The project will evaluate current software and determine whether to continue in Microsoft or full Java environment.
- Hardware (Client Side / Server Side / Mid-range / Mainframe)
- Platform, operating system, storage and physical environmental requirements.
- Connectivity and Bandwidth: If applicable, describe logical and physical connectivity.
- Interfaces to other systems: Identify important or major interfaces to internal and external systems.
- General parameters if specific parameters are unknown or to be determined.
- The server will likely be transferred from IWD to ITD this fiscal year.

**Data Elements:** If the project creates a new database the project plan should include the specific software involved and a general description of the data elements.

Software involved is currently Sequel Server and MS Access. Plans are to continue the use of Microsoft products and/or migrate the system to a Java environment entirely.

Data Elements currently include:

Agency Records	Program Records	Location Records	Link Records
Agency Name	Program Name	Site or Location Name	Agency Name
Administrator Name & Title	Agency Name	Agency Name	Contact person & Title
Description of Agency Services	Primary Taxonomy code	Address Street and Mail	Location Name
Service Area	Full Service Description	City	Contact Hours
Federal Employee ID Number (optional)	Brief Service Description	State	Contact Phone
Type of Organization*	Eligibility – age, residence, social security, citizenship, household size, employment, income, asset limitations	Zip	Day Time Hours
Funding Sources	Application Procedures	Site Manager & Title	Weekend Hours
Website & Navigation Instructions	Fees for service	E-mail Address	Evening Hours
Password	Fees Required	Telephone numbers – up to 5	Enrollment Format
IRH Hub	Referral Required	Type of phone line	Fax

Agency Records	Program Records	Location Records	Link Records
Agency ID #	Web Link	(admin, 24 hour etc)* Fax Site Business Hours Site Area Served	E-mail
	Professional Taxonomy Code	Travel Instructions County Neighborhood	Public Conveniences Available
	Peoples Code	Service Delivery Area SDA	
	Keywords	College District	
	Documents to Bring	Aver Wait to see Staff at Site	
	Enrollment Fields	Average Length of Service*	
	Aver Wait Time to get Service	Distance to Bus Route Disabled Accommodations* Languages Spoken	

- The data elements will be reviewed and likely revised by the project this year.

**Project Schedule:** A schedule that includes: time lines, resources, tasks, checkpoints, deliverables and responsible parties.

Response: See attached

Time Line	Tasks	Resources	Check-points	Deliverables	Responsible Parties
July – Aug 2000	Evaluate current software, determine changes needed	ITD Staff Vendor -ATG or other		Decision to enhance or rewrite software	ITD
July 2000	Secure input from Stakeholders on features of current system to retain, enhance, drop, as well as, new features desired.	ITD Staff Subcontractor Stakeholders		Stakeholder input on system revisions	ITD Stakeholders
Aug – Oct 2000	Write software enhancement and/or new software	Vendor -ATG or other		Completed software	Vendor -ATG or other
Oct 2000	Test software	ITD Tech staff Vendor -ATG or other Subcontractor – United Way of East Central Iowa		Fully functioning system	ITD Vendor Subcontractor
July 2000	Verify use of existing database or create one in Access to store new and updated resource listings at subcontractor location	ITD Tech staff Vendor -ATG or other		Secure database to transfer into revised or rewritten system	ITD Vendor
July 2000 - June 2001	Gather service & location updates from all State agencies, enter into IRH database	Subcontractor – United Way of ECI		Database of State services for all 99 Iowa Counties	ITD Subcontractor -UWECI

Time Line	Tasks	Resources	Check-points	Deliverables	Responsible Parties
July 2000 – June 2002	Gather and/or import database information on other community resources to fully populate IRH database for all 99 counties	IDY Subcontractors – UWECE and Iowa AIRS		Comprehensive, accurate database of community resources for 99 Iowa counties	ITD Subcontractors
Oct 2000 and on	Develop and implement both on-line and hands-on training to utilize IRH system, and to self-update resource listings in the system	Subcontractor – UWECE Vendor – ATG or other		Effective and used training materials	ITD Subcontractor Vendor
July 2000 and on	Create and distribute quarterly system usage reports, and optional access to on-line stats via Web Trends and/or other reporting products	ITD Vendor Subcontractor		Summary and full reports on system usage by county, agency, service category	ITD Vendor Subcontractor
July 2000 and on	Implement and maintain system feedback features	ITD Vendor Stakeholder		Built in reporting and feedback system	ITD Vendor Subcontractor

## SECTION 3: Return On Investment (ROI) Financial Analysis

### Project Budget:

Provide the estimated project cost by expense category.

Personnel .....	\$ _____	Part of ITD Staff cost?
Software .....	\$ <u>200,000</u>	Vendor costs
Hardware.....	\$ <u>25,000</u>	Move of IRH server to ITD
Training .....	\$ <u>75,000</u>	Vendor cost to integrate in software
Facilities .....	\$ _____	
Professional Services .....	\$ <u>150,000 +</u>	UWECI + Iowa AIRS + Vendor ??
Supplies .....	\$ _____	
Other (Specify).....	\$ <u>50,000</u>	Marketing of IRH?
Total.....	\$ <u>500,000</u>	

### Project Funding:

Provide the estimated project cost by funding source.

State Funds.....	\$ <u>500,000</u>	<u>100</u>	% of total cost
Federal Funds.....	\$ _____	_____	% of total cost
Local Gov. Funds.....	\$ _____	_____	% of total cost
Private Funds.....	\$ _____	_____	% of total cost
Other Funds (Specify).....	\$ _____	_____	% of total cost
Total Cost: .....	\$ <u>500,000</u>	<u>100</u>	% of total cost

How much of the cost would be incurred by your agency

from normal operating budgets (staff, equipment, etc.)? .....\$ 0 0 %

How much of the cost would be paid by "requested IT project funding"? ..\$ \_\_\_\_\_  
100 %

Provide the estimated project cost by fiscal year: FY 2002 \$ \_\_\_\_\_

FY 2003 \$ \_\_\_\_\_

FY 2004 \$ \_\_\_\_\_

**Comments:** There will be ongoing funding needs to maintain and develop more functionality for the system. At this time it is difficult to determine those costs since program is not operating in its final form and plans concerning further development are just starting. \$250,000 should provide maintenance and addition to the database. Further updates can be added as more decisions are made on upgrade and expansion.

## ROI Financial Worksheet Directions (Attach Written Detail as Requested):

**Annual Pre-Project Cost** -- Quantify, in written detail, all actual State government direct and indirect costs (personnel, support, equipment, etc.) associated with the activity, system or process prior to project implementation. This section should be completed only if State government costs are expected to be reduced as a result of project implementation.

**Annual Post-Project Cost** -- Quantify, in written detail, all estimated State government direct and indirect costs associated with activity, system or process after project implementation. This section should be completed only if State government costs are expected to be reduced as a result of project implementation.

**State Government Benefit** -- Subtract the total "Annual Post-Project Cost" from the total "Annual Pre-Project Cost." This section should be completed only if State government costs are expected to be reduced as a result of project implementation.

**Citizen Benefit** -- Quantify, in written detail, the estimated annual value of the project to Iowa citizens. This includes the "hard cost" value of avoiding expenses (hidden taxes) related to conducting business with State government. These expenses may be of a personal or business nature. They could be related to transportation, the time expended on or waiting for the manual processing of governmental paperwork such as licenses or applications, taking time off work, mailing, or other similar expenses.

### Response:

- Iowa citizens will be empowered to obtain information about needed services through a 24/7 Internet system. Quicker access to services may reduce the severity of life situations faced by stressed families. Easier access will improve the provision of public and private programs to citizens, increase the availability of programs and the targeting of programs to needed areas.
- Economic development initiatives, such as, Iowa A+, will be able to link to this website, allowing potential business and/or workers considering moves to Iowa to peruse the wealth of social, health and human services in any selected Iowa community. The availability of these resources will have a positive effect on Iowa economic development.
- Access to comprehensive resource listings and the potential of electronic customer application data submission will reduce paper and time spent in data entry for a number of State services. By reducing data intake overhead staff can be reassigned to other duties.

**Opportunity Value/Risk or Loss Avoidance Benefit** -- Quantify, in written detail, the estimated annual benefit to Iowa citizens or to State government. This could include such items as qualifying for additional matching funds, avoiding the loss of matching funds, avoiding program penalties/sanctions or interest charges, avoiding risks to health/security/safety, avoiding the consequences of not complying with State or federal laws, providing enhanced services, avoiding the consequences of not complying with enterprise technology standards, etc.

**Total Annual Project Benefit** -- Add the values of all annual benefit categories.

**Total Annual Project Cost** -- Quantify, in written detail, the estimated annual new cost necessary to implement and maintain the project including consulting fees, equipment retirement, ongoing expenses (i.e. labor, etc.), other technology (hardware, software and development), and any other specifically identifiable project related expense. In general, to calculate the annual hardware cost, divide the hardware and associated costs by three (3), the useful life. In general, to calculate the annual software cost, divide the software and associated costs by four (4), the useful life. This may

require assigning consulting fees to hardware cost or to software cost. A different useful life may be used if it can be documented.

**Benefit / Cost Ratio** – Divide the “Total Annual Project Benefit” by the “Total Annual Project Cost.” If the resulting figure is greater than one (1.00), then the annual project benefits exceed the annual project cost. If the resulting figure is less than one (1.00), then the annual project benefits are less than the annual project cost.

**ROI** -- Subtract the “Total Annual Project Cost” from the “Total Annual Project Benefit” and divide by the amount of the project funds requested.

**Benefits Not Cost Related or Quantifiable** -- List the project benefits and articulate, in written detail, why they (IT innovation, unique system application, utilization of new technology, hidden taxes, improving the quality of life, reducing the government hassle factor, meeting a strategic goal, etc.) are not cost related or quantifiable. Rate the importance of these benefits on a “1 – 10” basis, with “10” being of highest importance. Check the “Benefits Not Cost Related or Quantifiable” box in the applicable row.

**Benefits:** This project will allow citizens and professional resource and referral people better and more comprehensive access to resource providers in the State of Iowa. By providing better and more complete access there is the potential to reduce the risks and costs associated with not knowing what resources are available. This project will allow for better promotion of the state and its resources both inside and outside the state. By someday providing an integrated application process for State of Iowa programs it will ease the “hidden tax” burden for people applying for programs, reducing the costs of time and aggravation associated with an office visit, standing in line and filing multiple paper forms. It further reduces the “hidden tax” burden associated with duplication of data input and handling paper forms.

At some point we will be able to produce dollar cost reductions and/or savings to associate with this program. We do not have the essential information at this point to create that analysis.

## ROI Financial Worksheet

### Annual Pre-Project Cost - How You Perform The Function(s) Now

FTE Cost (salary plus benefits):	
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	
<b>A. Total Annual Pre-Project Cost:</b>	

### Annual Post-Project Cost – How You Propose to Perform the Function(s)

FTE Cost:	
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	
<b>B. Total Annual Post-Project Cost:</b>	
<b>State Government Benefit ( = A-B ):</b>	

### Annual Benefit Summary

State Government Benefit:	
Citizen Benefit (including quantifiable “hidden taxes”):	
Opportunity Value and Risk/Loss Avoidance Benefit:	
<b>C. Total Annual Project Benefit:</b>	
<b>D. Total Annual Project Cost:</b>	
<b>Benefit / Cost Ratio (C / D):</b>	_____
<b>ROI (C – D / Project Funds Requested):</b>	_____ %

☒ Benefits Not Cost Related or Quantifiable